



## DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

SUBJECT <b>REPORTING LOSS, DAMAGE, MISUSE, AND REPAIR OF MICROCOMPUTER EQUIPMENT</b>	POLICY NO. <b>1200.02</b>	EFFECTIVE DATE <b>10/01/1989</b>	PAGE <b>1 of 2</b>
APPROVED BY: <b>Original signed by: ROBERTO QUIROZ</b>  Director	SUPERSEDES <b>302.5 10/01/1989</b>	ORIGINAL ISSUE DATE <b>07/13/1989</b>	DISTRIBUTION LEVEL(S) <b>1</b>

### PURPOSE

- 1.1 To ensure that any loss, damage, misuse or problems with Department of Mental Health (DMH) microcomputer equipment, including software, is properly reported.

### POLICY

- 2.1 It is the responsibility of all DMH employees to immediately report any loss, damage, misuse, or problems with the DMH microcomputer equipment.

### PROCEDURE

- 3.1 In the event of theft or loss of an item, immediately contact the Audit Compliance Team and MIS Division Microcomputer Applications Unit (MAU). DO NOT CONTACT THE POLICE. The Audit Compliance Team will notify the Auditor-Controller pursuant to Section 5.02.030 of the Los Angeles County Code. The report must include all items stolen or determined to be missing.
- 3.2 If an item is found to be in need of repair or damaged, the condition is to be reported to the section's PC Coordinator.
- 3.3 The PC Coordinator should contact the MIS Division by telephone to request repair. MIS MAU staff will complete the Microcomputer Repair Requisition Form (Attachment I).
- 3.4 When contacting MIS MAU for repair, please have the following information available:
  - 3.4.1 Item Description
  - 3.4.2 Name of the Equipment Manufacturer
  - 3.4.3 Model Number or Version
  - 3.4.4 Serial Number
  - 3.4.5 L.A. County Tag Number
  - 3.4.6 DMH Tag Number
  - 3.4.7 Date Purchased
  - 3.4.8 Is the item still under warranty



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- 3.4.9 Problem Description (including error messages if indicated)
- 3.4.10 Cost Code of the requesting unit/facility

3.5 MIS MAU staff will determine if the problem can be corrected in-house or if a repair service should be contacted. If a repair service needs to be contacted, MIS will send the Microcomputer Repair Request to Administrative Services who will contact the repair service.

## **AUTHORITY**

Los Angeles County Code,  
Section 5.02.030 County Fiscal  
Manual, Section 12.2.0 Auditor  
Controller ICCP Audit, 1988

## **ATTACHMENT**

[Attachment I Microcomputer Repair Requisition Form](#)